

King County Information Technology Shared Beliefs , Values and Norms

The customer is our focus.

We believe our customer's success is our success.

Therefore:

- ❖ *We strive to understand their business needs, partner with them, and collaboratively develop value-added solutions.*
- ❖ *We measure and communicate results and seek and accept feedback.*

We communicate clearly and effectively

We believe that excellent communication is necessary for employee engagement, teamwork and personal accountability.

Therefore:

- ❖ *We exchange information in clear, complete, honest and timely ways.*
- ❖ *We use a variety of communication methods to assure reaching our diverse audiences.*
- ❖ *We explain decisions and their rationale to all affected.*
- ❖ *We are open to inquiry and equally ready to seek and give feedback.*
- ❖ *We are quick to listen and slow to speak.*

We support and value one another.

We believe that the people are KCIT's greatest asset.

Therefore:

- ❖ *We seek out and value the strengths of others.*
- ❖ *We strive to provide an environment of trust and respect.*
- ❖ *We are committed to helping each other succeed.*

We demonstrate accountability and ownership.

We believe that we are individually responsible for our actions and collectively responsible for KCIT's success.

Therefore:

- ❖ *We clearly identify roles, relationships and expectations.*
- ❖ *We initiate problem identification and solution finding.*
- ❖ *We reward taking responsibility and following through.*
- ❖ *We will expect, own, and learn from mistakes.*

We are committed to building teamwork and collaboration.

We believe that with our shared passion for technology we increase our capacity to create sustainable solutions by working together.

Therefore:

- ❖ *We use teams to plan across the enterprise.*
- ❖ *We involve stakeholders early and fully.*
- ❖ *We think widely about participants and reach out proactively. We are inclusive rather than exclusive.*
- ❖ *We praise and reward not just the individual but the team's contributions.*
- ❖ *We expect and reward engagement and participation.*
- ❖ *We celebrate together our successes and accomplishments.*